

JOB ANNOUNCEMENT

Job Title: Licensing Clerk
Department: Consumer Services Division
Reports to: Licensing Supervisor
Annual Pay: \$30,614-\$42,860 /Grade 2
Deadline to apply: Until filled

SUMMARY

The Consumer Division, Licensing Section administers the sale of licenses for dogs, kennels, vendors, junkyards and cigarette dealers. Strong customer service skills and attention to detail are required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Job responsibilities will include but are not limited to:

- Handle customer inquiries and requests (by telephone, mail and in person), and direct to appropriate resources as needed.
- Issue appropriate license(s) and enter records into respective database(s) accordingly.
- Collect and reconcile license fees, and disburse monies into appropriate funds.
- Organize and maintain files of records and correspondence of both a routine and confidential nature.
- Prepare and sort source documents, and identify and interpret data to be entered.
- Provide support to Homestead section and cross train as needed.
- Contribute to a team effort and accomplish related tasks as required.
- Regular and predictable attendance is an essential function for this position.
- Maintain professional appearance and demeanor.

COMPETENCY

To perform the job successfully, an individual should demonstrate the following competencies:

- Attention to detail and the ability to perform daily work efficiently with minimal errors.
- Carry out multiple tasks and meet deadlines.
- Good cognitive thinking skills (logic, reasoning).
- Strong oral and written communication skills.
- Good interpersonal relationship skills and ability to sustain a team atmosphere.
- Ability to maintain focus and concentration despite distractions and repetitiveness.

QUALIFICATIONS

To perform the duties of this job successfully, an individual must be able to perform each essential duty satisfactorily. The education and experience requirements listed below are representative of the knowledge, skill and/or ability required.

EDUCATION and/or EXPERIENCE

- High School diploma or equivalent with some post-high school training in an area related to office administration and a minimum of 2 years' related experience; or an equivalent combination of education, training and experience.
- Good typing/data entry skills. Proficiency with Microsoft Office products helpful.
- Strong customer service background.
- Must be able to successfully pass a criminal background check.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, printer, copier, fax machine and general office equipment. Tasks require the ability to exert moderate physical effort, typically involving some combination of walking, talking, kneeling, and may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

AN EQUAL OPPORTUNITY EMPLOYER